

WORKPLACE AND English Stage 6 COMMUNITY TEXTS

Support Document 2009 2014

for

English (Standard) Module C: Texts and Society

English (ESL) Module B: Texts and Society

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WORKPLACE AND COMMUNITY TEXTS

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Introduction

Workplace and Community Texts will help teachers in the delivery of the following:

- In the English (Standard) course, all electives in Module C, Texts in Society;
- In the English (ESL) course, in Module B, Texts in Society, Elective 1: Living and Working in the Community.

The materials are examples of different kinds of texts used in the workplace and in the community. All examples are from real life.

In the English (Standard) course, *Workplace and Community Texts* complements the study of the prescribed text in all Module C electives. The texts in this collection can be adapted to the situation that is being explored in the electives within the module:

‘This module requires students to explore and analyse texts used in a specific situation. It assists students’ understanding of the ways that texts communicate information, ideas, bodies of knowledge, attitudes and belief systems in ways particular to specific areas of society...

Students explore the role of textual features in the shaping of meaning in specific contexts. They develop the communication skills necessary for a wide variety of personal, social, historical, cultural and workplace contexts. Composition focuses on analysing and experimenting with textual forms characteristic of the specific contexts. These compositions may be realised in a variety of forms and media.’ (English Stage 6 Syllabus, p.33)

In the English (ESL) course, *Workplace and Community Texts* provides the basis for further exploration within the elective of a range of texts that are used in the workplace and the community:

‘In this elective students explore the kinds of texts that are widely used in the workplace and the community. They respond to and compose texts appropriate to specific situations designed to meet students’ needs and interests. They consider what these texts imply about the nature of the workplace or the community in which they are used.

Students are required to read and respond to a range of types of texts, including: job advertisements; applications and other forms; information brochures and technical manuals; news reports and editorials; feature articles; advertisements; web pages; speeches and interviews; and other relevant texts. They are required to compose a range of types of texts, including: job application letters and personal résumés; work and accident reports; letters to the editor; letters of complaint, appreciation and request; advertisements and information brochures; feature articles; web pages; speeches and interviews; and other relevant texts. Students are also required to identify and explain the purposes and language techniques used in these types of texts.’ (English Stage 6 Prescriptions, p.28)

Students examine the language forms and features and the structures of these texts, and reflect on the appropriateness of each text to its contexts.

***Workplace and Community Texts* is not a prescribed document for any of the HSC English examinations. Students are not required to study any of the texts in this document in preparation for the HSC examination, nor are they required to refer to any of these texts in the HSC English examination.**

Some important points about this document

These texts should be used as a stimulus for classroom teaching and learning. They are not intended to be used in isolation, but should augment local resources and materials collected by the teacher and students to meet their needs and interests. Suitable resources can be collected from workplaces, public agencies and the internet.

The texts have been chosen to assist students to develop:

- skills in communicating in community and workplace contexts;
- competence in their transactions with organisations and systems.

They are grouped under headings that relate to a particular aspect of living and working in the community. Teachers should design activities to engage students in an exploration of these and other texts. All activities should relate to the relevant module as outlined in the Stage 6 English syllabus.

Website Links

Note: All these weblinks were active at the time of publication, but some might become unavailable over time.

Working Lives

Job Juice website – *Dept of Employment and Workplace Relations*
<http://www.jobjuice.gov.au/default.htm>

Poster: Common Workplace Animals – *Anti-Discrimination Board of NSW*
http://www.lawlink.nsw.gov.au/lawlink/adb/ll_adb.nsf/pages/adb_poster_workplace_animal

Brochure: Discrimination, unfair treatment or harassment – *Anti-Discrimination Board of NSW*
[http://www.lawlink.nsw.gov.au/lawlink/adb/ll_adb.nsf/vwFiles/How % 20to % 20deal % 20with % 20discrimination, % 20unfair % 20treatment % 20or % 20harassment.pdf/\\$file/How % 20to % 20deal % 20with % 20discrimination, % 20unfair % 20treatment % 20or % 20harassment.pdf](http://www.lawlink.nsw.gov.au/lawlink/adb/ll_adb.nsf/vwFiles/How%20to%20deal%20with%20discrimination,%20unfair%20treatment%20or%20harassment.pdf/$file/How%20to%20deal%20with%20discrimination,%20unfair%20treatment%20or%20harassment.pdf)

Brochure: Safety at Work: A Guide for Young Workers in Hospitality – *WorkCover NSW*
http://www.workcover.nsw.gov.au/NR/rdonlyres/E19F548A-8F89-43D2-9EF3-8E0136E65EB5/0/guide_safetywork_young_111.pdf

Statutory Declaration form – *Commonwealth of Australia*
<http://www.adm.monash.edu/scholarships/assets/docs/statdec.pdf>

Community Living

Brochure: Lucky winner or gullible victim? Ways to spot a scam – *NSW Office of Fair Trading*
<http://www.fairtrading.nsw.gov.au/pdfs/shopping/mailscams.pdf>

Brochure: Safe Party Pack – *NSW Police*
http://www.police.nsw.gov.au/_data/assets/file/0019/2728/SafePack.pdf

Conference Presentation: Community Idol – *Centacare*
http://www.ourcommunity.com.au/control/control_article.jsp?articleId=2426

Having A Voice

Entry Form: Frustrated Writers' Mentoring Program – *Children's Book Council*
<http://www.cbc.org.au/nsw/index.html>

Letter to the Editor: Unfriendly modern mobiles – *The Australian*
http://blogs.theaustralian.news.com.au/letters/index.php/theaustralian/comments/unfriendly_modern_mobiles/

Radio Transcript: 'Britain Falls for Kath and Kim' – *ABC AM*
<http://www.abc.net.au/am/content/2004/s1085005.htm>

Online TV Guide: Choir of Hard Knocks – *ABC TV*
<http://abc.net.au/tv/hardknocks/>

Travel blog: Backpacker – The working holiday – *Sydney Morning Herald Online*
http://blogs.smh.com.au/travel/archives/2007/02/the_working_holiday.html

Working Lives

- **Job Juice webpage**
- **Writing Casual Job Applications**
- **Applying for a job – step by step**
 - Job Advertisement
 - Curriculum Vitae
 - Addressing the Selection Criteria
- **Poster: Common Workplace Animals**
- **Brochure: How to deal with discrimination, unfair treatment or harassment**
- **Brochure: Safety at Work: A Guide for Young Workers in Hospitality**
- **Statutory Declaration form**

Search : enter keywords

[Home](#) | [About this site](#) | [Job search](#) | [Sitemap](#) | [Contact us](#)

HEY! LOOKING FOR A JOB? TRYING TO DECIDE WHAT TO DO WITH YOUR LIFE?

At school

- making decisions *
- who can help? *
- get a headstart *

Choose a direction

- how to choose *
- who can help? *
- get experience *
- start a business *

Australian apprenticeships *

Get that job

- find a job *
- practical tips *
- get smart comic *

Indigenous

- who can help? *
- job seeker comics *

Need more help?

- need support? *
- useful links *

What's new

- News and events *
- Tools & Resources *

JOB TIP!

Two sets of eyes are better than one. When writing a job application, make sure you get a friend or family member to look over it. You'd be surprised at what a second set of eyes will pick up, and they might have some suggestions or things to add.

Résumé Builder

Enter your details and come out with a professional résumé.

Take the online **Career Quiz**

JOB JUICE WILL SOON BE GETTING A FACELIFT... WATCH THIS SPACE!!

www.jobjuice.gov.au

Department of Employment & Workplace Relations. Copyright Commonwealth of Australia, reproduced with permission.



The University of Sydney

Casual Employment Service
Equity Support Services
Student Services

ABN 15 211 513 464



WRITING CASUAL JOB APPLICATIONS

This brochure is an introduction to writing CVs (or resumés) and cover letters and is intended for students who are wanting a part time/casual job, are new to job hunting and those who wish to improve their existing CV and cover letters. Suggestions on structure, content and helpful hints aim to boost your confidence to communicate effectively with employers and increase your chance of success.

Your CV and cover letter should communicate your skills, experience and other attributes **relevant** to the work you are applying for, hopefully leading to an interview. Well-written, well thought out applications make this more likely.

Not all employers want previous experience. Most understand you are just starting out in the work force so **they look for other important qualities**, like confidence, enthusiasm and **very importantly, good oral and written communication skills**. These improve by continuing to apply for work and are important by-products of your search.

Job applications are primary evidence for your communication skills. **Spelling and grammar mistakes can mean you miss out on the job you would really love.** One data entry job had 8 of the 10 applicants disregarded because of careless errors in the applications. The employer thought such poor accuracy would be disastrous on the job.

Always double-check what you have written. Use your Australian dictionary and not just the one on your computer. Have your applications checked by CES or Careers Centre. Second opinions can really help!

Always write a cover letter to go with your CV. It is expected of you, even if it's not mentioned in an ad. Your letter should be addressed to a person and the tone written for that audience - it is a type of business letter, after all.

Cover letters give a specific purpose to your CV and are about **relating your skills and experience to the job description** (e.g. the required skills, experience, personal attributes and availability are typical **selection criteria**). One sentence, even in point form on each selection criterion, is 100% better than none.

Avoid making statements that are about what you want from the employer e.g. "the job will be good for my career development". That may be so, but in addressing the selection criteria it is what you have to offer that you write about.

If you are only used to writing informal emails and SMS then be prepared to improve your grammar and style! Think about the reader, and write for that audience. If you have a person's name or title don't use "To Whom It May Concern." If you don't have a name use Dear Sir/Madame and sign off with, 'yours faithfully.'

Store your CV and cover letter in your Unikey or other email account so you can apply for work from any computer. Sending applications from **inappropriate** email addresses, such as 'saggypants' should be avoided.

More information can be found online and gaining multiple perspectives will help you understand what makes a good job application. Focus on sources written for Australian job seekers.

Bring your printed CV and cover letters on a USB drive to the CES for checking, no appointment necessary. Careers Centre provides career job search information and workshops and will check CVs by email as well. Go to www.careers.usyd.edu.au for the procedure or make an appointment to see an advisor.



The University of Sydney

Casual Employment Service
Equity Support Services
Student Services

ABN 15 211 513 464

COVER LETTERS AND INTERVIEWS

Your name
Your address
Email & phone number/s
Date

SAMPLE COVER LETTER

Contact name and/or title
Company / Organization name
Address - optional
Email address or fax

Subject < (Job Title) Application >

<Dear.....> If there is a name in the ad use it. It will look careless to the employer if you do not.
If unknown, Dear Madam/Sir is better than "To whom it may concern" which can seem too formal and distant.

Intro I am a (Degree/Course) student at the University of Sydney applying for the (Job Title) position advertised at the Casual Employment Service.

Body The main part of the letter is written in response to each selection criterion / attribute sought by the employer so refer to the ad while you write and research similar jobs Concisely inform them **how you match their needs** and/or describe your transferable skills. It is not enough simply to say you want the job they are offering or that it is good for your career. Anybody can say that, but your task here is to get the employer interested in employing you. The aim is to tailor your application to the vacancy, making it as relevant as possible and not simply generic. "U" may "wanna" job but SMS language is not appropriate.

Selection criteria in ads often refer to but are not limited to the following:

Education: Your current and previous relevant course
Experience: Search "transferable skills" on the internet for ideas if you don't have much/any employment history
Communication skills: Written and oral e.g. your telephone manner (a specific type of transferable skills)
Other skills: Computer software and other relevant knowledge
Availability: This is important where specific shifts are offered

Closing statement: End the letter by inviting the employer to contact you for a phone or personal interview

<yours sincerely,> when you have the person's name; use yours faithfully, if you don't or use Dear Sir/Madam
Sign it
<your full name>

HINTS:

- ✓ Research a job and employer if you are uncertain about what's involved. Many companies have web sites, so go looking! Your chances of success will improve if you demonstrate understanding of an employer and the job they are offering.
- ✓ If you don't have previous experience think positively and describe your positive personal *qualities* e.g. reliable, hardworking, enjoy dealing with people, attention to detail, clear telephone voice etc.
- ✓ Create an email account solely for job applications and to store your CV, cover letters and job applications there so you won't lose track of them. You can even keep copies of job ads there too.
- ✓ Give your email an informative subject or title. Including your name is useful for the recipient checking a crowded inbox.
- ✓ CES checks CVs and cover letters; bring them on your USB drive, 10am-4pm, Monday-Friday, no appointment necessary.

INTERVIEWS

Good cover letters and CVs will encourage employers to contact you for the next step in the job search process, an interview.

TELEPHONE INTERVIEWS

- ✓ Treat all phone calls to or from employers as interviews. This can be your first contact with them and first impressions count.
- ✓ While speaking to employers you convey your level of confidence, communication skills and enthusiasm, so be prepared. These transferable skills / qualities are especially important if you have little or no previous work experience.
- ✓ Confirm the advertised job description and requirements, **ask questions** about the job, the employer or industry, the rate / timing and method of payment and so **satisfy yourself** as to the suitability of the work.
- ✓ Keep track of the jobs you apply for and don't be half hearted about applying for work, as it will show. CES gets many calls from students wanting employer contact information they never bothered to keep.
- ✓ If you receive a call from an employer it's because they are interested in you!
- If you are unsure who you are talking to or why they have called - ask!
- ✓ Stop chatting to your friends or family, turn the stereo or TV off!

APPROACHING JOB INTERVIEWS

- ✓ If contacted write down the date, time and address of the interview plus the name and phone number of the person you expect to see. It's all too easy to get lost or forget who is interviewing you! (CES keeps copies of ads too if you need them)
- ✓ If you cannot attend the interview please call and inform the employer. This is common courtesy and demonstrates maturity in dealing with people.
- ✓ On the day, attend neatly dressed, (see employer comments below. You can always relax your dress code after you get the job)
- ✓ Take your references, tax file number and bank account details and evidence of your permission to work if you are an international student. Some employers will sign you up on the spot.
- ✓ **Get to the interview early**, you will have time to relax yourself and prepare for the interview.
- ✓ Some large employers such as supermarkets conduct group interviews. It is important to go well presented and contribute to the group activities.
- ✓ Some employers offer group interviews but once again, presentation, communication skills and teamwork will be noticed

COMMON INTERVIEW QUESTIONS

- Why do you want the job? (Merely needing the money is not a good answer)
- What would you do if...? Describe a situation where you have demonstrated your ability to...(a behavioural question)
- How do your skills and experience relate to the job?

Interview questions are covered in detail on the Graduate Careers Australia web site graduatecareers.com.au

FEEDBACK FROM EMPLOYERS

"... students need to consider their grooming and dress in corporate attire when they go for job interviews. I realize they are young and inexperienced and do take that into account, but I had one un-shaven candidate come for an interview in his joggers and track-suit pants!"

"...many candidates were unsuccessful, simply because they did not dress to the appropriate requirements of a (professional corporate) interview. Some students came with sneakers, sweaters and especially scruffy hair/bad regrowth from hair dye and excessive jewelry/body piercing. Perhaps these are trivial aesthetic issues but in the corporate sector, it is a big deal and does not leave a good impression for senior management. It sends the message that the candidate is very "care-free" and will project the same attitude when unsupervised."

"For (hospitality industry) interviews black and white clothing is ideal, however neat casual dress is perfectly acceptable. It is important candidates realise that in hospitality, presentation is essential, and this being the case, should endeavour to impress at interview. Grooming will always be an issue wherever there is work with the public, customers, clients and colleagues."

More feedback from employers is on the CES job site.

GRADUATE JOB SEARCH

The University of Sydney Careers Centre <http://www.careers.usyd.edu.au> Check other universities' careers services too. Graduate Careers Australia <http://www.graduatecareers.com.au/> also has excellent advice on job applications and interviews.

Best wishes for your studies and job search!

Malcolm Ross, Casual Employment Service, Equity Support Services, 6/2007©



SOUTH WEST
COMMUNITY TRANSPORT INC

ABN 33 226 912 121
P. O. Box 617, Narellan, 2567
Phone Enquires 4629 6888 Facsimile: 4629.6800
Client Bookings 1300 138794 Email: transport@swct.com.au
Travel Training Co-ordinator
Essential and Desirable Criteria

South West Community Transport is a HACC funded program providing community transport to the frail aged, younger people with disabilities and their carers in the Camden, Campbelltown, Fairfield, Liverpool and Wollondilly LGAs.

Non Recurrent funding has been allocated to undertake a Travel Training Project which shall provide eligible community transport clients with both options and ability to access a variety of transport services across Bankstown, Wingecarribee LGA's as well as those identified above.

We are looking for a talented, experienced individual who meets the essential and desirable criteria for the following position:

TRAVEL TRAINING CO-ORDINATOR – Fixed Term Employment, 32 hours per week – 26 week placement – Social And Community Services (State) Award Cat 4.

Essential:

- Demonstrated experience in working with the aged and people with disabilities including those from varying social and cultural backgrounds;
- Experience in developing and implementing training packages;
- Computer literacy displaying experience in data entry and report writing;
- Well developed communication skills;
- Proven organisational skills, as shown in time management and ability to prioritise tasks;
- Working knowledge of the geographic areas covered by the project;
- Ability to work as part of a team;
- Willingness to work from Narellan, Bankstown, Bowral offices.

Desirable:

- Knowledge of the HACC program;
- Experience in the transport industry;

Information Packages available 46296888
Applications must be received by close of business on the 17th November.

Written applications, addressing the Essential and Desirable criteria should be marked Private and Confidential and forwarded to:

The Executive Officer
Travel Training Project
South West Community Transport
P. O. Box 617, Narellan, 2567

A.H.A.C.C. funded project providing accessible transport in the areas of Camden, Campbelltown, Fairfield, Liverpool and Wollondilly.

Curriculum Vitae

Personal Details

Name: Sarah Smith
Contact: sarahsm@email.com
Ph: 1161 999999
Education: 2004 – Bachelor of Social Work (Incomplete)
2003 – Certificate in food hygiene & preparation
2002 – Higher School Certificate

Employment History

Company: Islington Social Services
From: Jan 07 – Jan 08
Position: Project Worker

Duties:

- Manage a project for Islington Social Services Learning Disabilities Sector
- Communicate with service users and their care managers to plan a 10 week programme
- Outline the service users' duties and responsibilities for the programme
- Employ and manage agency staff to cover the 10 week programme
- Conduct supervision with agency staff on a monthly bases or as required
- Monitor and analyse service users' programmes
- Write reports for the programme every 2 and 10 weeks
- Produce a travel training programme
- Work with multi-disciplinary agencies to ensure that services users achieve the maximum out of service

Company: House with No Steps
From: Mar 05 – Jan 07
Position: Support worker

Duties:

- Assist the team leader – maintaining standards and adhering to guidelines
- Maintain client files, including liaising with agencies and monitoring spending
- Liaise with clients with disabilities and their carers or parents
- Prepare and implement personalised programs including goal setting
- Work with clients to help with daily living activities
- Administer medication and assist clients in maintaining personal hygiene
- Implement and monitor health programs
- Organise individual and group outings
- On call rota – out of office hours as the overnight residential carer, providing direct management responsibility in emergency situations

Company: Channel 10 Canteen
From: Dec 04 – Mar 05
Position: Kitchen Staff – cook

Duties:

- Food preparation
- Serving meals
- Supervising kitchen hands and other staff

Essential selection criteria

Demonstrated experience in working with the aged and people with disabilities including those from varying social and cultural backgrounds

I have three years' experience working with the aged and particularly people with disabilities. In both of my roles, with House with No Steps in Australia and Islington Council in the United Kingdom, I have worked with people with a range of intellectual and physical disabilities including the aged. Through this work I have developed a strong understanding of the needs and challenges that face individuals who are aged or have a disability, in order to participate in a satisfactory and fulfilling way in community life. In my most recent role I worked with people from diverse cultural and socio-economic backgrounds and developed skills in clear, plain English communication, and identifying possible cultural barriers to effective participation in community programs.

Experience in developing and implementing training packages

I have experience in developing different training programmes from both of my roles in the disabilities industry. In my role as a project worker, I have gained experience in developing and implementing programmes to train job seekers with disabilities. Training includes skills in:

- Writing effective resumes and job application letters, interview skills, as well as strategies to apply for positions by phone
- Using common office technology including fax, phone and internet search skills.
- Developing and documenting a travel training plan for each client to follow including steps to make that person an independent traveller. This involved personalising each client's plan into simple steps, often using photos and images.

Computer literacy displaying experience in data entry and report writing

I am computer literate. This includes experience and competency in using Microsoft Office, Excel and Word. In my role as Project Worker for Islington Council I recorded client and project data and reported outcomes and benefits of the project using Word. I also monitored and documented budget expenditure for the financial year using Excel for accountability and reporting purposes.

Well developed communication skills

I have well developed written and oral communication skills. I have developed these skills in my work roles for different contexts, including communication at a management level.

I have demonstrated my oral communication skills by:

- Interviewing individuals referred to the Islington Council Community Access Project by phone and in person to assess suitability for the project.
- Making enquiries about services and negotiating group outings for service users in my role as key worker for House with No Steps.

Addressing the Selection Criteria

- Negotiating on a one to one basis with individuals to ascertain their needs and interests in job placement.
- Communicating the needs of individuals in a range of forums. This included communication in staff meetings, to government and external support services and to a management audience.

Proven organisational skills as shown in time management and ability to prioritise tasks

I have proven organisational skills which I have demonstrated in my current role by successfully managing a caseload of up to 20 clients including regular client interviews, job placement training and contact with employers and community groups and record keeping.

I use my organisational skills to meet these significant workload commitments including:

- Prioritising my duties for the week/ month by urgency and time required to complete them.
- Setting realistic goals in realistic timeframes to ensure client expectations are met
- Keeping an electronic diary using Outlook to ensure daily appointments are kept and all necessary resources such as interpreters are booked in advance.

Working knowledge of geographic areas covered by the project

I have a working knowledge of the Liverpool and Fairfield areas developed through my previous role based in Liverpool and working with clients in the Campbelltown and Narellan Areas. Although I have not held a role in the Camden or Bowral areas, as a local resident in the Southern Highlands I am familiar with all of the geographical areas covered by the project.

Ability to work as part of a team

I have outstanding teamwork skills. I have always been required to work as part of a team since my first role as caseworker with House with No Steps. I have demonstrated my ability to work as part of a team in my current and previous roles by:

- Communicating clearly and regularly with fellow caseworkers regarding the needs of clients and potential concerns.
- Attending regular team meetings and actively contributing my ideas, concerns and possible solutions to team planning.
- Conducting myself professionally and ethically when interacting with colleagues to ensure a professional and harmonious workplace.

Willingness to work from Narellan, Bankstown and Bowral office

I am passionate about making travel more accessible to the aged and people with disabilities and am happy to work in any area of outer Sydney.

Desirable selection criteria

Knowledge of the HACC programme


I am aware of the Home and Community Care programme and the standards. I have researched information related to the program from the site and am eager to become more knowledgeable if the opportunity arises through this role.

Experience in transport industry

Much of my work in travel training occurred in the United Kingdom, and I developed a Travel Training programme based on use of the London tube and buses. I have no direct experience working in Australia with the transport industry, however, I feel the knowledge I have developed in the UK transport system would be transferable.

Common Workplace Animals

No.1 The Groper



The Groper (*offensis maximus*)

Distribution: Throughout NSW and Australia


Habitat: Found in many workplaces, offices, schools and entertainment venues

Status: Should not be tolerated. Report if encountered.

Sexual harassment is offensive, unfair and illegal
Don't put up with it — Don't let them get away with it

If you, or someone you work with, is being sexually harassed talk to your manager or the Equal Employment Opportunity officer or Human Resources section at your workplace.

You can also contact the NSW Anti-Discrimination Board for confidential advice.



Anti-Discrimination Board of NSW
www.lawlink.nsw.gov.au/adb

Sydney	Newcastle	Wollongong
Ph 02 9268 5544	Ph 02 4926 4300	Ph 02 4224 9960
TTY 02 9268 5522	TTY 02 4929 1489	TTY 02 4224 9967
Toll free 1800 670 812		

For more information or advice contact:

© State of NSW through the Attorney General's Department of NSW

www.lawlink.nsw.gov.au/lawlink/adb/ll_adb.nsf/pages/adb_poster_workplace_animal

How to deal with **discrimination, unfair treatment or harassment**



***Had enough? Want to do something about it?
Who can help you? What alternatives do you have?***

You do have rights

The anti-discrimination law says that every person has the right to expect to be treated fairly.

If you or someone you associate with, has been treated badly because of your sex, race, marital status, transgender (transsexuality), homosexuality (actual or presumed), disability, marital status, age, carer's responsibilities or you have been sexually harassed:

- at work
 - when you have been provided with goods or services
 - in rented accommodation
 - at a State educational institution
 - when you join or use a registered club
- the Anti-Discrimination Board can provide you with:
- free and confidential advice about how to handle a situation
 - publications about your rights.

You can do something

While it may not seem like it, you do have options. There is always something that you can do.

Why should you do something?

Doing something means that you may solve the problem. This will make things better for you and also for other people in the future.

Doing nothing means that the situation will stay the same or get worse.

What do you do?

Decide who is treating you badly. Is it an individual or a group of people — a work mate, a worker in the local council, a real estate agent, a hotelier, a shop keeper, your boss, a credit provider, a police officer or your child's teacher?

What is happening to you?

How are they treating you badly. What are they doing to you? Are they calling you names or ignoring you? Are you not being told things that you need to know to do your job? Are you being denied entry into a bar? Have you been denied an application for a job, a house, a building permit? Are you being denied overtime?

ANTI-DISCRIMINATION BOARD OF NSW

How do you deal with unfair treatment?

There are a number of steps you can follow when dealing with any problem.

STEP ONE

Do you know who to approach?

It's always best to approach the person you are having the problem with directly, if you can. If you can't, you should approach someone who is in a position to do something about it—someone who is in a position of authority over that person. You should also check if the organisation has a formal grievance procedure.

If the problem has still not been resolved you may be able to go to an outside authority such as your union, the Anti-Discrimination Board, the Ombudsman, the Department of Fair Trading or the Department of School Education.

STEP TWO

Do you know what you want to say?

You should be able to tell them:

- what it is that you are unhappy about
- why you are unhappy about it
- what you would like to happen
- what you intend to do if what you want to happen doesn't happen.

STEP THREE

Are you too angry or tearful?

Don't contact someone when you're angry or tearful because it's often difficult to think clearly and actually say what you want to. If you are very angry, try talking it through with a friend first. Speaking calmly but firmly will get you the best results.

STEP FOUR

Do you want someone to go with you?

Some people find it useful to take a support person with them when they are confronting someone about a problem. This is perfectly OK. You could take a friend, a relative, a workmate, a

community centre worker, a specialist resource centre worker, for example a Migrant Resource Centre worker (see Immigration section on page 4) or a union representative.

STEP FIVE

Do you have the main points written down?

Writing down what you want to say is a good way of sorting out the issues for yourself. You can use your notes to remind yourself what you want to say, in case you get nervous or upset when you are confronting the person. Your notes can also be a useful record of your version of events if there is a disagreement about what actually happened.

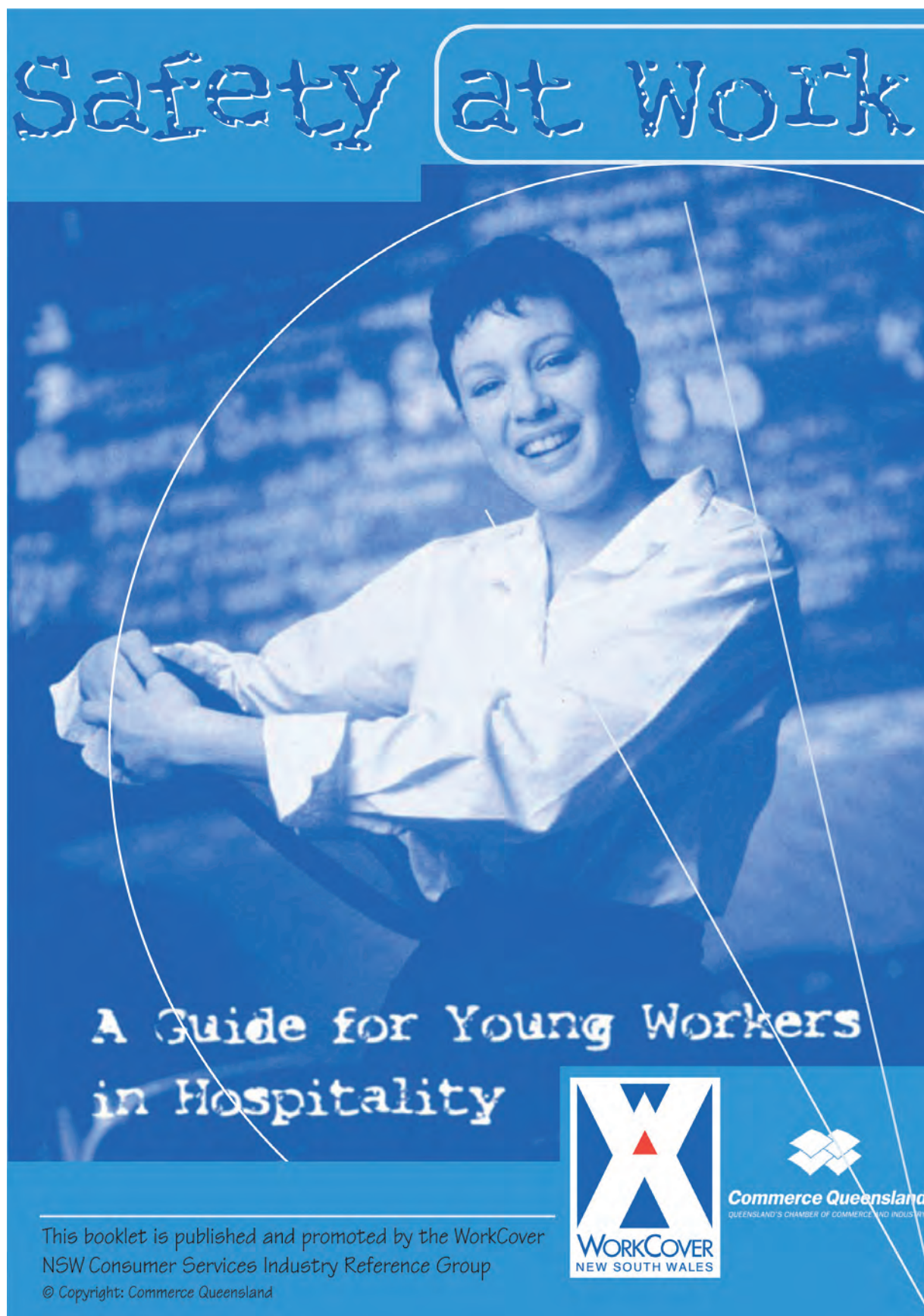
STEP SIX

What can you do if your first approach doesn't work?

It's good to have an idea of what you will do if your first approach doesn't work. You should make it clear to the person you first approach that you will take the matter further if they don't help you resolve the problem. If they realise that you are serious about the matter, they are more likely to take action.

Some ideas about what to do if your first approach doesn't work are:

- go to another person above them
- lodge a written complaint with their organisation
- lodge a formal complaint with an outside authority that can help
- go to the media
- tell them that you'll make a formal complaint to the Anti-Discrimination Board.
Phone (02) 9268 5544 (Sydney),
(02) 4224 9960 (Wollongong),
(02) 4926 4300 (Newcastle)
for advice.



Safety at Work

A Guide for Young Workers in Hospitality

This booklet is published and promoted by the WorkCover NSW Consumer Services Industry Reference Group
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WORKCOVER
NEW SOUTH WALES

Commerce Queensland
QUEENSLAND'S CHAMBER OF COMMERCE AND INDUSTRY



Occupational Health and Safety Why Bother?

You are probably aware that a large percentage of persons employed in the hospitality industry are either school students or recent school leavers. The age of the workforce together with high levels of staff turnover raise occupational health and safety concerns in the industry. As a young worker in the Hospitality Industry you stand a much higher risk of being injured at work than older workers.

Injury statistics show that a high proportion of workers under the age of 24 will be injured during their first

year at work. Some of these injuries will result in permanent disability, ongoing pain and in extreme cases death.

Laws concerning occupational health and safety designed to protect all workers from injury are in place in ALL states of Australia.



Hazard Grid

Type of Work

Examples of Hazards

Housekeeping/Cleanup

- Hazardous substances in cleaning products
- Draining or disposing of used oil
- Blood or discarded needles (sharps)
- ^a Biological waste

Food Service/Kitchen

- Wet & Slippery floors
- Deep fry equipment
- Hot cooking equipment and oil
- Sharp objects used in food preparation

Retail/Sales

- Violent crimes
- ^a Heavy lifting

Storage/Receival

- Lifting, carrying, pushing & pulling
- Work Environment



What are my Responsibilities?

The law states you **MUST** also take care of your own safety and not put your fellow workers at **RISK OF INJURY**. This requires you to;

- Follow health and safety instructions;
- Use personal protective equipment (PPE) and clothing in a correct manner;
- Inform your employer about hazards and injuries in your workplace;
- Co-operate with your employer regarding health and safety matters so they are able to carry out their duties under occupational health and safety legislation.



Statutory Declaration Form

AUSTRALIA

STATUTORY DECLARATION

(1) Here insert name, address and occupation of person making the declaration.

I, (1) (Name)

(Address)

(Occupation)

(2) Here insert matter declared to. Where the matter is long, add the words "as follows;" and then set the matter out in numbered paragraphs.

do solemnly and sincerely declare (2)

I make this solemn declaration by virtue of the *Statutory Declarations Act 1959* as amended and subject to the penalties provided by that Act for the making of false statements in statutory declarations, conscientiously believing the statements contained in this declaration to be true in every particular.

(3) Signature of person making the declaration.

(3)

Declared at (place)

on (date) , .

before me (in the presence of),

(4) Signature of person before whom the declaration is made.

(4)

(5) Here insert title of person before whom the declaration is made.

(5)

NOTE 1.—A person who willfully makes a false statement in a statutory declaration under the *Statutory Declarations Act 1959* as amended is guilty of an offence against that Act, the punishment for which is a fine not exceeding \$200 or imprisonment for a term not exceeding six months or both if the offence is prosecuted summarily, or imprisonment for a term not exceeding four years if the offence is prosecuted upon indictment.

NOTE 2.—A statutory declaration may be made before a Magistrate, a Justice of the Peace, a Commissioner for Affidavits, a Commissioner for Declarations, a Notary Public, a person before whom a statutory declaration may be made under the law of the State in which the declaration is made, an Australian Consular Officer or an Australian Diplomatic Officer as defined by section two of the Consular Fees Act 1995, a chiropractor, a dentist, a legal practitioner, a medical practitioner, a nurse, a patent attorney, a pharmacist, a veterinary surgeon, an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public, a bailiff, a bank officer with five or more years of continuous service, a building society officer with five or more years of continuous service, the chief executive officer of a Commonwealth court, a civil marriage celebrant, the clerk of a court, a credit union officer with five or more years of continuous service, the holder of a statutory office, the Judge of a court, the Master of a court, a member of the Australian Defence Force who is an officer or a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with five or more years continuous service or a warrant officer within the meaning of the Act, a member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants, a member of the Institute of Corporate Managers, Secretaries and Administrators, a member of the Institution of Engineers, Australia other than at the grade of student, a member of the Parliament of the Commonwealth, the Parliament of a State, a Territory legislature or a local government authority of a State or Territory, a minister of religion registered under Division 1 of Part IV of the Marriage Act 1961, a permanent employee of the Commonwealth or of a Commonwealth authority or a State or Territory or of a State or Territory authority or a local government authority with five or more years continuous service, a permanent employee of the Australian Postal Corporation with five or more years continuous service who is employed in an office supplying postal services to the public, a police officer, the Registrar or Deputy Registrar of a court, a Senior Executive Service officer of the Commonwealth or of a State or Territory or of a Commonwealth, State or Territory authority, a Sheriff, a Sheriff's officer, or a teacher employed on a full-time basis at a school or tertiary education institution.

Community Living

- Feature article: P-platers put on right road
- Editorial: On road to education
- Brochure: Lucky winner or gullible victim? Ways to spot a scam
- Brochure: Safe Party Pack
- Advertisement: Room in your heart for Toby?
- Conference presentation: Community Idol

P-platers put on right road

The Age, 5 October

Victoria looks for ways to stem the rising tide of P-platers dying on its roads, reports VIKKI LEONE.

1. What's the situation?

Victoria's road toll peaked in 1970 when 1061 people lost their lives on the state's roads. Around the middle of 2006, the state road toll looked set to be one of the lowest on record, but 36 deaths in September have led to renewed scrutiny of road safety.



Of particular concern is the wellbeing of young Victorians, who are over-represented in the statistics. According to the State Government, drivers aged between 18 and 25 account for approximately one-third of the road toll. Each year 120 people are killed and 2300 seriously injured in crashes involving young drivers.

Probationary drivers are involved in casualty crashes at triple the rate of more experienced drivers.

2. Why are young people vulnerable?

Young drivers, particularly males, are over-represented when it comes to deaths and serious injuries on Victoria's roads. Although only 30 per cent of licence holders are aged 17 to 25, they represent nearly half of drivers in fatal crashes.

A number of factors are likely to increase the vulnerability of this group. Young people are often inexperienced and have limited understanding of the physics of cars, stopping distances and identifying hazards. They are more prone to risky driving – partly because of social pressure and because the brain areas responsible for inhibiting risky behaviour are not fully developed.

3. How can we make the roads safer for young people?

Road crashes are a leading cause of death for young people and despite the overall decline in the road toll, fatalities for this group have remained relatively constant over the past few years.

Police claim that anti-hoon laws introduced in July have brought about a dramatic reduction in reckless driving, such as drag racing and burnouts. The laws allow cars

Feature article: P-plates put on right road

driven by first-time offenders to be impounded or immobilised for 48 hours. Repeat offenders may lose their cars for three months or permanently.

Research indicates that the more practice a learner driver gets, the lower the risk of being involved in a crash. In response to a 2005 discussion paper about the ways to reduce the high numbers of deaths and injuries involving young drivers, the Victorian Government has outlined new laws to be introduced next year that focus on novice drivers.

Under the laws, the time a learner driver must hold a learner's permit before being eligible for a probationary licence will double from six months to a year. Learner drivers under 21 will also need 120 hours of supervised driving before applying for their licence.

The time drivers spend on P-plates will also be increased by one year. P-plate drivers will hold a P1 licence (red plates) for one year and will need a good driving record to progress to a P2 (green plates) licence. They will have to hold the P2 licence for a minimum of three years.

P1 drivers will be banned from driving high-powered vehicles and making mobile calls while driving. Alcohol interlocks will be fitted on their cars.

Other road safety suggestions include banning probationary drivers from carrying multiple passengers and introducing driver education in primary schools.

Recent headlines

“Burnt out – new hoon laws curb road ragers”

The Sunday Age, September 17

“Revealed: how strategies are saving lives”

The Age, August 28

“On track for record low road toll”

The Age, August 28

“New P-plate laws to save young lives”

The Age, June 23

What people say

“The deaths of two young women in another high-speed road smash results in another predictable round of hand-wringing over the seemingly insoluble dilemma of the road toll. The human brain is only fully formed at 23 years. The last part of the brain to develop is the part responsible for impulse control and risk assessment. The only way to protect young people from their own neurological state is with tough laws that protect them from themselves: laws that are properly policed, along with heavy penalties. When will society wake up to the fact that the law is out of step with psychology, in that we give 18-year-olds adult rights five years before their brains mature?”

— Dr Michael Carr-Gregg, adolescent psychologist, *Herald Sun*, September 26

Feature article: P-platers put on right road

“While there has been much media focus on driving while using a mobile phone, and concern about new technology in vehicles, a variety of everyday activities are likely to be the major contributors to distraction-related crashes. These include passengers, eating and drinking, smoking, grooming and looking at objects and events outside the vehicles – including advertising signs.”

— Labor MP Craig Langdon, *The Age*, August 25

“It (the licence test) went for about 20 minutes. I had to do a reverse parallel park but it was very easy. It didn’t test my ability to drive in the city or on fast roads or changing lanes. I think if you really want to reduce the road toll for young people, the test should be longer and more difficult.”

— Melanie Fidler, *The Age*, June 23

“Kids are kids and they do silly things over and over again. I wish they’d learn. Alcohol and speed, boys and cars, what do you do?”

— Elwyn Barry, whose 23-year-old son Heath was killed in a car crash, *Herald Sun*, September 6

“Please realise that road safety is not just about handing out fines but starts from fundamentally safe driving attitudes and practices. My suggestion is that road safety courses such as that offered by AAMI to any driver under 25 years should be subsidised and made compulsory for all new drivers and licence re-applications.”

— Jeremy Ngoh, *The Age*, July 19

Vikki Leone / The Age. © The Age. Reproduced with permission.



EDITORIAL

On road to education

25 October

THE horrific deaths of four teenagers in a car accident on the weekend has once again turned the spotlight onto P-plate drivers.

There is no doubt the loss of four young lives is a tragedy and one that will forever haunt their families and friends.

But are the resultant knee-jerk reactions – to increase the driving age, introduce night-time-curfew and limit the number of passengers, to name a few – really going to achieve anything.

After all, young drivers do need to experience the gamut of driving experiences, and that includes night driving and carrying passengers.

Should we be focusing more on education, rather than reaction? A number of South Coast schools have taken a proactive approach to driver education, including Ulladulla High School. The school introduced such a program more than 15 years ago and would be keen to include driver education in the curriculum.

The program is run by people from the community, rather than the teachers, and that would have to be the key to any compulsory program.

However, in the cold light of day, drivers of all ages have to realise that a driver's licence is a privilege, not a right.

'On road to education', Illawarra Mercury 25/10/06. Reproduced with permission.

Lucky winner or gullible victim?

Ever opened your mail and found you've unexpectedly won a competition, lottery or other exciting prize? In some cases this mail may be genuine but often it is a scam to get you to part with your money.

Letters from scam operators are often personally addressed to you or your business. Most scams originate and operate from outside New South Wales, and the majority are from overseas.

Ways to spot a scam

Deceptive promotional material

- documents may look 'official' or genuine (eg. company letterheads, certificates, logos)
- it states the scheme is legal - this usually means it is not
- it has been checked and approved by some bogus or unnamed Government Authority
- you must respond or buy quickly otherwise the 'opportunity will be lost'

Have you heard these 'too good to be true' claims before?

- you have 'won' a lottery or competition that you have never entered
- this is a 'big money earner' with 'no risk'
- mystical or religious groups will solve your money or health problems if you send a donation
- an unknown 'millionaire' wishes to share their secrets of success with you
- earn big dollars through commissions by introducing others into a scheme

It is easy for scam operators to take your money and run if you simply send them cash or a cheque or if you hand over your financial details (eg. bank account)

Do not hand over your money or financial/personal details if:

- you have to send money before you can receive your prize, or
- you must reply to a post office box number or to an international address, or
- an overseas organisation needs to deposit money into your bank account so that another important business transaction can take place.

How scams operate

Scam operators:

- conceal their identity by creating false business and personal names, use post box numbers or temporary addresses
- often operate outside their own state or country to reduce the risk of being caught
- appeal to people's needs and the desire to be wealthy, healthy, attractive or safe
- hope that a small percentage of people from a large mail distribution list will take the bait and send money
- compile a 'sucker list' of those who have responded to bogus offers and then sell the list to other scam operators
- regularly change the name of the scheme and vary the claims made.

Some sensible advice

- be wary about giving details of your credit card, bank account or personal information (eg. passport or driver's licence)
- be wary about sending money to a post office box number or to an overseas address
- if it sounds too good to be true, it probably is
- do business with companies you know and trust
- report any suspected scams to the Office of Fair Trading 13 32 20.



Brochure: Lucky winner or gullible victim? Ways to spot a scam

Typical scams

Nigerian Letter

A Nigerian business or government official will spin a yarn saying that they need to transfer funds from Nigeria to Australia. They request your help, and so if you allow them to transfer the funds into your account you will be rewarded with a share of the million dollar bonanza. Never send money to cover the costs for the processing fee as you may never see your money again. Do not send your bank account

details either as you will find your account totally cleaned out within days. Similar letters are sent about funds in other African nations.

Overseas lotteries

Whatever claims the promoter may make about the lottery, overseas lotteries are illegal in Australia. They claim that the chances of winning are greater with overseas lotteries, but they take your money without even buying tickets for the lottery.

Unexpected windfall

You receive a letter telling you that you've won a prize which can only be claimed if you pay a 'processing fee'. You should not have to pay for something that you have won, otherwise you are either buying the product (usually a cheap imitation of what is offered) or the scam operator simply takes your money and you never hear from them again.

What should you do if you think it's a scam?

Be scam smart.

Contact Fair Trading.

This may help prevent you and others from being ripped off by scam operators.

Tel: 13 32 20

www.fairtrading.nsw.gov.au



OFFICE OF **FAIR TRADING**
NSW Consumer Protection Agency
Department of Commerce



International
Authority of scams 

Final Attempt To Notify



B Scam Smart
13 Beat the Cheats Ave
Smartville 3390



SAFE PARTY TIPS CHECKLIST

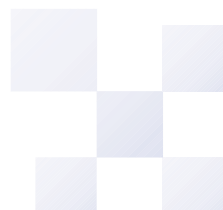
For your information we have listed some suggestions for you to consider when hosting a party. By following the advice below, you can minimise the risks and help make your party a successful, enjoyable and safe time for everyone.

PLANNING TIPS - BEFORE THE PARTY

- ☐ Notify police that you are having a party by completing the Safe Party Notification Form. This form should be lodged at the police station closest to the party venue at least 7 days prior to the party being held.
- ☐ Consider how the party will be advertised. Don't use Internet, SMS or e-mail distribution lists/noticeboards etc. If word of the party has spread, you will need to take extra preventative measures (i.e. change venue, more parent supervisors, hire a security guard, ask neighbours to notify you of any youths/groups congregating nearby etc)
- ☐ Guest lists should be kept to a manageable size. If guest numbers are large, ask other parents/responsible adults to assist with supervision or consider hiring security personnel.
- ☐ Consider numbering your invitations. Enforce an RSVP and/or the need for guests to produce their invitation at the door. Notify guests up front that you will only admit people who comply.
- ☐ Encourage officially invited party guests not to disseminate information about the party to other people.
- ☐ Personally hand out invitations and discourage people from bringing extra friends - that way there will only be people you know and want at the party.
- ☐ Make sure your party has a definite start and finish time, and that these times are clearly displayed on the invitations.
- ☐ If your party is to be held in a public hall or sporting facility, contact your local council or community group regarding the hiring conditions imposed on public halls/surf clubs etc. Visit the location beforehand and inspect it inside and out, identifying the entrance(s) and exit(s) to the facility. It is wise to avoid buildings with multiple entrances.
- ☐ Talk to your neighbours and give them a contact number and/or name of the party host should a problem occur.
- ☐ Find out about local noise regulations (contact your Local Council or Police if in doubt).

THE VENUE

- ☐ Think about the party size and venue. Is your home too small? Would a hall/function centre be a more appropriate and controlled environment?
- ☐ Consider appropriate lighting (particularly any dark hidden-away areas you may have).
- ☐ What about first aid. Have you planned what you are going to do if someone becomes sick or drunk?
- ☐ Are there sufficient toilets so people don't go outside?
- ☐ What about parking and nearby public amenities?
- ☐ Where will people put their valuables when they arrive and during the party?
Allocate a lockable room for valuables and close off rooms you do not want guests to use.



TRANSPORT TO AND FROM THE PARTY

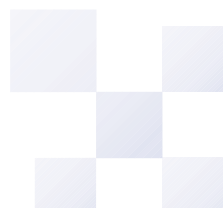
- ☐ Consider how your guests will get there and get home.
- ☐ Encourage parents to pick up their children at the end of the party. This reduces the chance that neighbouring properties will be damaged as guests walk home.
- ☐ Have a dedicated exit/transport strategy to get people out of the area and safely home immediately the party finishes (i.e. additional parents, shared taxi plan, courtesy bus etc).
- ☐ Have taxi and bus details handy. (Transport Info Line 131 500 www.131500.com.au)
- ☐ Organise a lift or car pool.
- ☐ Designate a driver and ensure alternative transport for people who have had too much to drink.

DURING THE PARTY

- ☐ If gatecrashers arrive, act quickly by refusing them entry and asking them to leave immediately. If they won't leave, tell them the police will be called. Gatecrashers are less likely if admittance is by invitation only. Remember, you have the right to refuse entry to your property. It is an offence for people to trespass if you have refused them entry.
- ☐ Have emergency numbers handy.
- ☐ Don't spend all night in an area of your house away from the party (i.e. in the kitchen). Consider having food pre-prepared or hiring professional party caterers. This will allow you more time to supervise/mingle with your guests and quickly deal with problems before they get out of hand.
- ☐ Ensure that food is available during the party and non-alcoholic drinks are also available as an alternative.
- ☐ Locate bands and speaker systems as far away from neighbours as possible and restrict noise after midnight. Excessive noise is most likely to be the reason that police will be called to attend a party.
- ☐ Plan a wind-down time leading up to the finish, turning down music etc.
- ☐ Make sure the family dog is secured and comfortable to avoid excessive barking during the party.

SUPERVISION AND SECURITY

- ☐ Think about adult supervision/security for your party. Who will you use? How many? Will you use other parents or hire licensed security personnel?
- ☐ Parental supervision is not about "spying" on the young people at the party. It just means that there are adults on hand to deal with potential trouble. Having adults present can also act as a deterrent for potential troublemakers. Make sure that the supervision is visible, as this will also deter "gate crashers".



DRUG AND ALCOHOL ISSUES

- ☐ Be aware that it is an offence for alcohol to be served or provided to minors (persons under 18 years of age). Police can take action against minors found to be in possession and/or consuming alcohol in a public place.
- ☐ Ensure under 18's do not have access to alcohol. Confiscate BYO alcohol from under 18's. If under 18's do consume alcohol/drugs, contact their parents and have them collected from the party.
- ☐ Discourage guests from bringing their own alcohol to the party as this will give you greater control over its distribution and the amount consumed.
- ☐ Should you decide to allow guests to bring their own alcohol, avoid providing open containers that can be 'spiked' or used to disguise the volume of alcohol being consumed.
- ☐ Supervise responsible serving of alcohol for over 18's. Consider nominating a parent or responsible adult to supervise/serve alcohol so that the intoxication and behaviour of your guests can be monitored.
- ☐ For over 18's parties, make sure there is plenty of alternative non-alcoholic drinks and water freely available and in obvious spots. Provide choices.

CROWD MANAGEMENT TECHNIQUES

- ☐ Have only one entrance or exit to make it easier to control who attends your party. Consider how you will monitor and control this.
- ☐ Don't allow people to wander around or congregate out the front of your house. Try to confine the party to a backyard, building or enclosed area as it is easier to control your guests. Avoid using front yards or street frontages as this attracts uninvited guests/gatecrashers and can cause complaints from neighbours.
- ☐ Have visible supervision/security.
- ☐ Take into account that many people smoke. It is best to make accommodations for this within the confines of the party venue. This keeps guests from having to go outside, which ensures better crowd management.



Remember that it is your party and you have the right to set the standard of acceptable behaviour and to see that it is maintained.

You also have the right to ask people to leave.

Contact your local police IMMEDIATELY should trouble occur or in an EMERGENCY call 000

SAFE PARTY NOTIFICATION FORM

(Please complete and lodge this form at the police station nearest to the party venue, at least 7 days prior to event).

Received Date _____

Reg File No.: 2003/ _____

PARTY ORGANISER

Name: _____

Residential address: _____

Phone number: (Mobile): _____ (AH) _____

(BH): _____ Fax: _____

E-MAIL _____

Party Host Age (If adult indicate) _____

Full Name of Parents/Guardians (if applicable):

PARTY INFORMATION

Day and Date of Party: _____

Start time: _____ Finish Time: _____

Address of party: _____

The party will be held: ☐ Inside ☐ Outside ☐ Both

Type of Premise: (House, Terrace, Unit, Hall etc.) _____

Contact name at party: _____

Contact Phone Number at Location: _____

Type of party (eg: Birthday, graduation, 21st etc): _____

Expected number of guests: _____

ANY FURTHER INFORMATION YOU FEEL POLICE SHOULD BE AWARE OF:

Name _____ Signed _____ Date _____

Thank you for notifying NSW Police about your party.
This form should be either posted, faxed or lodged in person at the police station nearest the party venue.
Please remember to inform Police if your party gets postponed, relocated or cancelled.

Advertisement: Room in your heart for more than one foster child?



Do you have room in your heart for more than one foster child?

Centacare likes where possible to keep children from the same family together. We are looking for people who are able to care for 4 to 6 siblings for a period of up to 18 months. You will be provided with training, professional support and a generous financial package.



Don't be put off if you have room in your heart but not enough rooms in your home, as we have a house specifically for this programme. For more information call Centacare now on 9793 7522 or go to our website.

www.fosterkids.com.au



ourcommunity.com.au



CENTACARE
Catholic Family Services

2006 Community Idol

Best Practice Community Examples

Address to the Communities in Control Conference
Melbourne, 19 June, 2006

Sanctuary Refugee Foundation

Coffs Harbour, NSW

The Australian Community Idol competition aims to find Australia's most innovative, vibrant, effective, representative and participative leader.

Three short-listed finalists presented their case before delegates at the 2006 Communities in Control conference.

The criteria which finalists were judged on were:

- *Has the group shown leadership and advocacy?*
- *Has it a track record of community action that makes it stand out from the pack?*
- *Has it built a dynamic, forward thinking board or committee of management?*
- *Has it pursued excellence in fund raising?*
- *Has it worked with local businesses to form genuine community business partnerships?*
- *Does it promote accessibility and equal participation in your community?*

Reproduced courtesy of www.ourcommunity.com.au, home of Westpac Community Idol.

Sanctuary Refugee Foundation Presenters: Peter and Sue Hallam

Peter Hallam:

Well we're just ordinary folks, but we seem to have achieved something quite amazing with our community. It all started in 1986 in a poor community in Mexico City, where we met a Father Donald Hessler, a thin American priest living in a sparse room with just a metal bed, a bucket and a few books.

Sue and I were deeply moved by the love and dedication of this little old man living in poverty, supporting Salvadorian and Guatemalan refugees, who had suffered so much loss and trauma in their lives.

We knew as we left that this was going to be our life's work. On our return home to Canada we got involved assisting refugees as volunteers.

A year later we received news that our family's application to immigrate to Australia had been successful. And on November 10th 1987 we left Canada for Melbourne with our three young sons and several boxes.

After a bit of travelling in an old combie van we fell in love with Coffs Harbour and rented a house. Six months later we began Sanctuary Refugee Support. We welcomed our first refugee family from Chile in June of 1988. We found them a home and helped them with all of the aspects of settlement. It was a steep learning curve.

Since then we have welcomed more than 2000 refugees from El Salvador, Honduras, Iraq, Vietnam, Burma, Bosnia, Croatia, Southern Sudan, Ethiopia and the Congo.

The majority are women and children, including orphans. Most have lost everything and have experienced horrible tragic events beyond our imagination.

One young orphan, a Sudanese boy, Abraham, wrote to us pleading for help. He'd found our address on a scrap of paper blowing in the wind in Kakuma Refugee Camp in Northern Kenya.

His village had been attacked, and while running with his mother she was shot in the back and was killed right beside him. He was six.

He and his brother ran with a cousin and they became part of the 'Lost Boys of Sudan', walking thousands of miles, actually two thousand miles across Sudan and Ethiopia. Many died of starvation and lion attacks before the survivors reached the camp.

To cut a long story short we sponsored him and his brother and three cousins and they arrived in Coffs Harbour two years ago.

Abraham's life is full of miracles. En route to Australia they were offered an earlier flight from the scheduled flight because there seats on board. They landed in Johannesburg to learn that the scheduled flight that they should have caught had crashed and most of them had been killed on board.

Sanctuary receives requests for help from desperate refugees all the time and we sponsor many under the special Humanitarian 202 Visa Program.

Their air fares are unfunded. Just after half the refugees accepted by the Australia government are fully paid for, that's the government sponsored program.

We help refugees from all backgrounds, regardless of race, religion or creed.



Sue Hallam:

Our dream was to make Coffs Harbour a centre of peace for refugees. In 1996 we became an incorporated registered charity and we began the Sanctuary Travel Loan. The Sanctuary Travel Loan Fund was set up to provide interest free loans to families who are at risk of losing their hard won visas and often their lives.

Once settled here families gradually repay their loan over two or three years and this money is then recycled to help others in the same situation overseas.

It has an excellent repayment record as people know that this money is needed to help others left behind in the camps. Every donation raised is used over and over again and it's a great scheme.

In 2002 Sanctuary was amazed to receive the Auscare National Humanitarian Award, and this led to wide interest in our work across Australia.

We began to set up other community groups emulating our successful model. There are now Sanctuary groups in Brisbane, Rockhampton, Lismore, Inverell, Armidale, Coffs Harbour, Dorigo, Sydney, Albury, Perth and one starting in Melbourne and Hobart.

All are working from their heart for no reward, but to welcome and assist refugees into a warm and caring community. We receive no government funding and rely completely on the community for support. Such great benefits come as the result of people working



together like this. The kindness of people is wonderful, whether it's just a pot of soup for a new arrival or an offer to help with shopping or English tuition; it just opens hearts and builds community.

We fundraise constantly with our great committee. One of the wonderful things that happened last year, Year 12 students at a local high school raised \$10,000 over the year. Several of the kids in Year 12 were from ex-refugee families that we'd assisted in the past. This provided airfares for two families, which will be gradually repaid and this money will be used to help others.

Every year local doctors host a Sanctuary dinner, which raised \$25,000 in Coffs Harbour last year. And things like this are now happening in many Sanctuary communities. It's really exciting to see this.

We recently started a Sanctuary pen friends scheme, which links people here directly with refugees suffering overseas. This brings greater understanding and they know that somebody out there in the world cares.

We have also just started an education fund to help those kids whose families have been refused a visa, so that at least they can have a future. This is just a brief overview of an 18 year commitment.

Our life has been so enriched beyond measure. It hasn't been easy, and we have almost given up several times, especially when I was diagnosed with cancer in 1989.

But Sanctuary just continues to grow beyond our expectations, because it's community grass roots work and it's people caring for people.

2006 Community Idol, Communities in Control conference, June 2006.
Visit www.ourcommunity.com.au for more details.

Having a Voice

- **Entry Form: Frustrated Writers' Mentoring Program**
- **Letter to the Editor: Unfriendly modern mobiles**
- **Radio Transcript: 'Britain Falls for Kath and Kim'**
- **Online TV Guide: Choir of Hard Knocks**
- **Opinion: Raw exposure and epiphany in paradise**
- **Travel blog: Backpacker – The working holiday**
- **Cartoon: Why would anyone want a blog?**

Entry Form: Frustrated Writers' Mentoring Program



**THE CHILDREN'S
BOOK COUNCIL
OF AUSTRALIA
NSW BRANCH INC**

ABN 66 581 126 991

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The CBCA NSW Branch
acknowledges the assistance of
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Frustrated Writers' Mentoring Program

Enter the CBCA's *Frustrated Writers' Mentoring Program*, and you could win the opportunity to be mentored by a published author!

A mentorship will not only help you refine your manuscript, but Junior winners will be helped to develop as writers. For Senior and Young Adult winners, a publisher will give you a critical report!

Winners will also receive a payment (in two installments) to assist with the expenses involved with the development of their manuscript:

Senior Winner – \$550.00
Young Adult Winner – \$275.00
Junior Winner – \$100.00

The Frustrated Writers' Mentoring Program is open to residents and students living in NSW. An initiative of the CBCA (NSW Branch) Inc., it is part of the Branch's literature-based activities and is supported with funding from the NSW Ministry for the Arts.

ENTRY FORM

(Please see conditions of entry overleaf...)

SECTIONS: ☒ Senior over 20 years at 11 June
☐ Young Adult 15-20 years at 11 June
☐ Junior under 15 years at 11 June

ENTRY FEES: Senior \$15.00 (incl. GST)
(per entry) Young Adult \$10.00 (incl. GST)
Junior \$5.00 (incl. GST)

Number of Entries: _____ Entry fee enclosed: \$ _____

Manuscript Title/s: _____

Name: _____

Address: _____

State: _____ Postcode: _____

Telephone: () _____ Fax: () _____

Email: _____

Date of Birth: ____/____/____ Sex (M/F): _____

Do you have a non-English speaking background? (Y/N): _____

Are you an Aboriginal or Torres Strait Islander? (Y/N): _____

DECLARATION: I declare that I am a resident of NSW / I attend a NSW School (delete if necessary). I declare this is my own original work. I declare it has never won any literary competition nor been published in any form. I declare I am an unpublished author & have not signed any contract to have any of my work published. I declare I will abide by the Conditions of Entry as set out by the CBCA and I understand that my manuscript will not be returned.

Entrant Signature: _____

If entrant is under 18, this form must be signed by a parent/guardian/teacher (please circle):

SEND ENTRIES WITH FEE TO:

CBCA Frustrated Writers' Mentoring Program
PO Box 765 Rozelle NSW 2039
Cheques made payable to CBCA – NSW Branch

ENTRIES CLOSE: Monday 11 June

FRUSTRATED WRITERS' MENTORING PROGRAM CONDITIONS OF ENTRY

1. Manuscripts must be original, in English and not previously published.
2. Previous Frustrated Writer winners may not re-enter in their winning category. Revised versions of previous shortlisted entries may be re-submitted. A manuscript must not be a winner in any competition.
3. (a) Manuscripts should be typed (starting with the title), double spaced on one side of A4 paper. Manuscripts should be stapled or clipped. DO NOT put the entrant's name or contact details anywhere in the manuscript or it will be automatically disqualified.
(b) Please include a separate cover sheet when you send the manuscript. The sheet should state its title, the author's name and contact details.
4. Entrant must not be a published writer of fiction or non-fiction books.
5. Do not send illustrations. They WILL NOT be considered in the judging process. Entrants may choose to provide a short description of illustration ideas.
6. Choice of subject and genre is optional. Entries may be fiction or (auto)biographical, drama, poetry etc. However, the assumed readers of the manuscript should be children – from pre-school age to young adult readers.
7. In the case of novels, 3-4 introductory chapters and a précis of the story may be submitted.
8. A winner of the Young Adult award will, if necessary, be helped to structure a mentoring program that avoids any potential conflict with HSC English Extension 2 requirements.
9. Copyright will remain with the author. The CBC retains the option to publish an extract in the CBC newsletters with the author's consent.
10. Winners and shortlisted writers will be notified by mail.
11. Winner's names will appear in the first CBC newsletter after the announcement as well as on our website – www.cbc.org.au/nsw.
12. Manuscripts will not be returned. Entrants MUST keep a copy of their work.
13. Judges' decision is final and no correspondence will be entered into.

(Please photocopy for your records.)



Unfriendly modern mobiles

*Tuesday, 27 February,
Letters*

THERE IS much talk is about aged folk making up the greater percentage of our population. So why do technology “experts” and marketers forget the basic needs of the old?

This was brought home to me when my trusty old CDMA mobile died. I relied on it when, at nearly 80, I was working on my property or driving to town. I felt safer with it should I have a fall or break down.

So all I asked for was a simple mobile on which I could make or receive a call but I was told there is nothing made without “extras” and that I must contract for a tiny thing, most of which I can’t read without glasses. The print is unreadable in tiny, pale letters on a coloured background using symbols that mean nothing to me. Sure, as with every other modern technical device, there are volumes of explanatory drivel – also unreadable. I need to learn a new language before I make head or tail of voluminous, garbled instructions.

How many want these extras? When technologists get old, they will understand that the majority of people (not just oldies) want to do a job quickly and efficiently. They don’t want keys so small that arthritic fingers can’t handle them or video calls, messages, cameras, etcetera. Bring on a simple, uncluttered mobile that simply makes or takes calls.

Pat Graham
Nanango, Qld

Your Comments

bg (27 February at 01:36 AM)

In the time it took to write the email some kids could have shown you how to do it. It’s nice to think though that you can still enjoy your farm at 80 with all the mod cons assisting you. I don’t know what’s wrong with old people these days. They have got it so good but they just keep whingeing. In Africa the old people have to walk five miles barefoot in the noonday sun just to get a drink, and dodge bullets too.

Britain falls for Kath and Kim



AM – Saturday, 10 April 08:25:01

Reporter: Kirsten Aiken

TANYA NOLAN: An unlikely Australian export is receiving critical acclaim in Britain. That's where the very Australian television comedy series *Kath and Kim* is developing a cult following. It's been picked up by a new satellite channel and there's even talk the duo will soon be seen in the United States.

Kirsten Aiken reports from London

KIRSTEN AIKEN: Kath and Kim weren't convinced leaving Fountain Gate at Easter was a good idea, but in the end, the offer of wine and cheese at a function at Australia House in London, was too good to resist.

KIM (in character): You know, where we come from, at a do like this in Fountain Lakes, people actually dress up.

KATH (in character): Yeah.

KIM (in character): I don't see people making an effort here tonight.

KATH (in character): Shhhh Kim.

KIM (in character): You know, would it have killed you to put on a pair of rouge cargos and a clacky mule? Would it?

(Audio of laughter from crowd)

KATH (in character): Kim, please, (whispering) they don't know...

KIRSTEN AIKEN: Far from offending the more reserved Brits, Kath and Kim managed to insult and charm their audience at the same time. Their act has won lavish praise from *Times* television critic, Tim Teeman, who's calling it a comedy of the grotesque.

TIM TEEMAN: They're the kind of lines that you put your hand over your mouth and go, 'did she just say that? Okay'. And, you know, it's pretty unforgiving.

KIRSTEN AIKEN: Tim Teeman is one of the growing number of Britons who are tuning in to little known satellite channels to watch *Kath and Kim*. He admits he probably doesn't appreciate all the subtleties of the very Australian humour, but he doesn't care.

TIM TEEMAN: In Australia of course, dramatic explorations of suburbia have been fairly limited, at least in the British cultural imagination to shows such as *Neighbours* and... shows that emphasise the funny side of neighbourly life.

So *Kath and Kim* is a bit of a revelation in that again, it takes a very satirical, parodic eye to the suburbs, and it does it in a very skilful, funny, absurdist way.

Radio Transcript: 'Britain Falls for Kath and Kim'

KATH (in character): Kimmy, Kimmy...

(Audio of cheers and laughter from crowd)

KATH (in character): ... Look at me please... look at me (laughs).

(To crowd) We don't work live very often. ... Look at me please...

KIRSTEN AIKEN: Kath and Kim are developing a cult following in the UK. They're attracting new viewers, mostly by word of mouth recommendation.

Ex-pat and author, Kathy Lette.

KATHY LETTE: Even though we're so opposite, Australia and Britain, we do share the same mental geography – they were shaped by the same things, Austen, Dickens, Spike Milligan, Monty Python – so we do share a sense of humour.

KIRSTEN AIKEN: Kathy Lette puts *Kath and Kim*'s initial success in Britain down to one thing – their exploration of the class system – a theme that resonates in both the UK and Australia. But while she credits Jane Turner (Kath) and Gina Riley (Kim) for picking up Dame Edna's satirical baton, she also reckons the girls have improved Australia's image overseas.

KATHY LETTE: ... so *Kath and Kim* are like a comedic, incendiary device which has completely blown apart this image of Australia having become quite bland and predictable because they are... their humour is so sharp, I mean they have black belts in tongue-fu those girls.

KIRSTEN AIKEN: But it's Jane Turner and Gina Riley, in their roles as Kath and Kim, who say their image has improved since visiting London. They claim to feel more sophisticated as a result of their trip to impress the tough British TV critics, but almost in the same breath, say there's no place like home.

Will Kath and Kim take anything away from London?

KIM (in character): No, I'll tell you what I hate. You cannot walk down a cobble-stoned street in clacky mules.

KATH (in character): Yes.

KIM (in character): I'm over it. I want to go home.

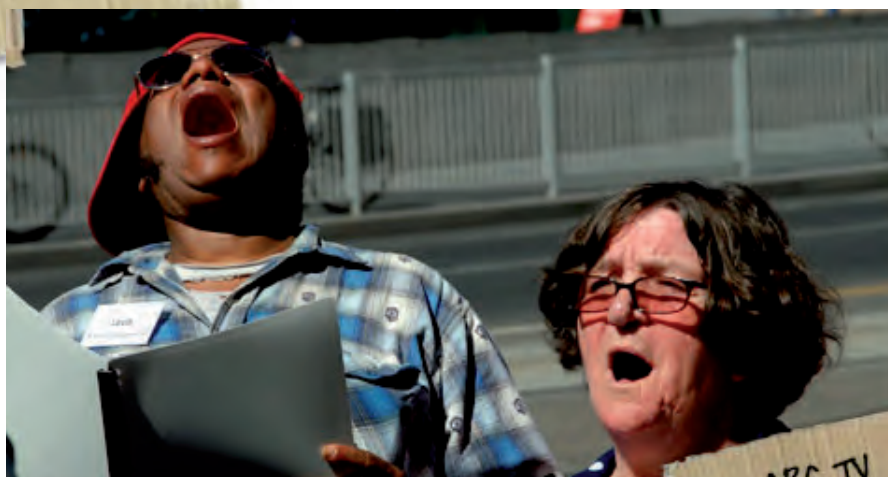
TANYA NOLAN: Gina Riley's "Kim" speaking to Kirsten Aiken in London.

Transcript 'Britain falls for Kath and Kim', reporter Kirsten Aiken, first broadcast on AM, 10 April 2004, is reproduced with the permission of the Australian Broadcasting Corporation and ABC Online. (c) 2004 ABC. All Rights Reserved. A full copy of the article can be found at <http://www.abc.net.au/am/content/2004/s1085005.htm>



Lifting more than voices.

Meet the Choir
Video Extras
Andrew's Journal
About



This Week

Tuesday May 22 at 8.00 pm on ABC TV

The Choir of Hard Knocks has raised enough money to book some time in a recording studio to make a fund-raising CD for Christmas. Jonathon needs to find soloists, a nerve-wracking process for a choir of homeless or disadvantaged people.

Meanwhile, the realities of running such a project are becoming evident – there are personal hygiene issues, and one of the choir's best voices is missing, and no-one can find him. Eventually they're ready to go into the recording studio, but they can only afford two hours there – it's unlikely they're going to get the tracks laid down in time. Has Jonathon bitten off more than he can chew?

Text taken from 'Choir of Hard Knocks – ABC Website', first broadcast on the ABC 15 May, 2007, is reproduced with the permission of the Australian Broadcasting Corporation and ABC Online (c) 2007 ABC. All rights reserved. Website can be found at: <http://abc.net.au/tv/hardknocks>

Photo by Chris Beck, used with permission.



Sydney Morning Herald
Weekend Edition March 11–12

The Week

Raw exposure and an epiphany in paradise

Jenny Brockie

MY DAUGHTER deferred university last year to backpack through South-East Asia. She left with a beaming smile, boyfriend by her side, waved away by a posse of loved ones.

“I arrived in Bangkok at 10pm last night. It’s crazy, fun, energetic and dirty! We’re staying in a nice hotel for about 7 bucks a night ... It feels weird being away from you on a holiday without family. I love you so much.”

She seemed set for the carefree holiday befitting any 19-year-old. On Thailand’s islands, her early experiences were just as they should be – hedonistic and exhilarating. She was taking flight, full of joy. “Here we are on Kho Phi Phi – honestly the most beautiful place I’ve EVER seen. The sand is like silk and you sip cocktails as the sun sets. It’s paradise ...”

But she was absorbing more. “It’s such a bizarre feeling, though, because it’s so affected by the tsunami. You go into town ... they haven’t cleared all the rubble and it’s a mess. It’s such a weird contrast and quite confronting. It’s really good we’re here, ’cos we’re helping bring the tourists back. I feel so ridiculous lying on the beach and swimming all day.”

She emailed every second day, increasingly intimate conversations canvassing love, relationships, lost wallets and sea urchin bites. “I got very homesick last night. There was a storm outside and I really missed you.”

Eleven days later, confidence was growing. “I get quite homesick sometimes but I’m finding it really rewarding being here and getting through things.”

Before she left I urged her to visit Cambodia. My trip several years earlier prompted thoughts of human nature, cruelty, dignity, survival. When she decided to travel to Siem Reap I was delighted, emailing an impassioned description of the temple complex, the country’s haunting beauty, a quick history of Pol Pot and motherly warnings about personal safety.

“Cambodia so far has been the most difficult place we’ve travelled,” she replied. “It’s hard seeing all the landmine victims, beggars, little kids and watching out for whether you’re being ripped off all the time. Surprisingly though it’s been my favourite place for many reasons – it’s so different from anything I’ve seen. I find it so raw, so breathtaking at random moments.”

Opinion: Raw exposure and epiphany in paradise

Two days later that rawness hit home. At a roadside stall small children were begging for drink cans and the store owner drove them away with a whip. “It was so awful, Mum. The youngest was about three years old and so tiny and malnourished and got the worst of the whip and hid behind the bus bawling his eyes out. I couldn’t help myself, I just ran up to him. He was shivering and crying really hard and I gave him the rest of my drink and hugged him and stuff. ... It was the saddest thing I’ve ever seen.” I ached for her as she grappled with the gulf between her privilege and that tiny Cambodian life.

Two days later she and her boyfriend arrived in Phnom Penh. They found an orphanage for disabled children, and began helping out as volunteers. “Most of the kids are severely disabled. They can’t move at all and sit there all day. You just have to touch them and stimulate them otherwise no one would. A little boy I saw the other day was so sick. Turns out he’s 10, he looked two, couldn’t move and was so white he was nearly see-through. They think he has cancer but are not sure and the hospitals won’t take him so he’s almost just waiting to die. God.

“There are problems with the carers, as well, not giving the kids enough access to water and shovelling food down their throats at dinnertime to get through as many as possible.”

Four days later, she had a plan. “We’re still working at the orphanage and it’s becoming more and more rewarding. I actually really miss it when we’re not there and on the weekends you find yourself wondering how the kids are. Tomorrow we’ve gotten permission to take the younger HIV kids out for the day which should be great. A lot of them have never left the walls of the place.”

She and other volunteers paid for a banquet for the children at a local guest house. It would be a rare day of shared pleasure. “Today has been one of the greatest days of my life. Seriously. We arrived at the orphanage at nine and they were already all lined up and ready to go. They looked so eager and cute. They all had their best white hats on and best clothes and little shoes. We hired tuktuks for them so they could go on a ride around the city and they could see where they live! They were absolutely stunned, their little eyes all wide and their mouths open ... By the time we got back to the orphanage they were amazed. I’ve never seen kids looking so happy.”

Just days later my daughter’s precious journey was cut short unexpectedly. She insisted on returning home, her boyfriend following.

She is an extraordinary young woman with a fine, true heart. She is honest, brave, deeply connected. She knows it is the integrity of our actions that ultimately defines us as human beings.

Jenny Brockie is the presenter of SBS television’s Insight, 7.30pm on Tuesdays.

TRAVEL BLOG

The working holiday



Unfortunately, unless at some point in the near future I either, a) win Lotto, or b) marry Paris Hilton, I'm going to have to keep working on the road. And the jobs aren't going to be fun.

That's the thing about being a backpacker – it's all well and good doing things on a shoe-string, but everyone runs out of money sooner or later. And that's when the great working holiday comes in.

Overseas, you do what you have to to keep the dream alive. However, some jobs are better than others.

On the plus side, working overseas helps you meet locals, gives you a real insight into foreign cultures, and can bulk up your dwindling finances. On the down side ... well, read on.

Here's what I've done:

The job: Farmhand

The place: Elgin, Scotland

The skinny: How I ended up being a farmhand is anyone's guess, as I struggle to keep pot plants alive. However, I was 17, had been travelling for about six months, and decided that if I didn't experience working on a farm now, I probably never would. So why not a Scottish pig farm?

Why not? Because working on a Scottish pig farm is bloody hard! For starters, I was there during "summer"; however, the only time I donned my shorts was when the local nightclub had a beach party theme night. The rest of the time I froze [while] standing around in fields picking things.

The farm wasn't just a pig farm. I also picked strawberries, cut lettuces, planted lettuces, fed animals, and at one point had to brush down the inside of an entire grain silo with a 20-metre-long broom. For my troubles I got screamed at hourly by the farm's absolutely wonderful but highly abusive owner. There's nothing quite like picking strawberries in the June sleet to the sound of: "Oi you little Aussie ****, I'm payin' you tae ***** work, not ***** skyve off!"

Somehow, though, in between wading through pig s***, choking on grain dust and having whole lettuces thrown at me, I managed to make some of the best friends I've ever had in Elgin. Ten years on I'm still in touch with the guys I used to slave away in the lettuce van with.

The pay: Four pounds an hour, plus free board.

The verdict: Only if you're desperate.

* * * * *

Travel blog: Backpacker – The working holiday

The job: Kitchen bitch 1

The place: Winter Park ski resort, Colorado, US

The skinny: There were days when I wondered what the hell possessed me to tick the “kitchen experience” box on my Winter Park application. These were generally “powder days”, the days you’d wake up in the morning and trudge out to the bus stop through a metre or so of fresh, fluffy snow.

I’d stand there in the base-camp cafeteria in front of the wall-sized windows, watching the lifties carve fresh tracks through the powder as I rolled another painful of breakfast burritos.

Then there were days when I thanked my lucky stars I was a kitchen bitch. Those were the days when I’d trudge out to the bus stop with two scarves wrapped around my head to protect me from the wind, and see the thermometer outside the local bank flashing something like “-33”.

On those days I’d watch the lifties rugging up outside the cafe, while I warmed my hands over the grill plate and thought about whipping myself up some pancakes.

If you’re going to work at a cafe at a ski resort, you really have to like cooking, otherwise it’s soul destroying. It does have its perks, though. You meet some characters in kitchens. I worked with a guy who was on the run from San Diego, a reformed drug addict, a few not-so-reformed drug addicts, and of course the usual collection of Aussies and Kiwis that you find at every touristy destination around the world.

While I can’t say I learned a lot about the local culture (or cooking, for that matter), I did learn about keg parties, how to get drunk when you’re under 21, what the hell a Philly beef steak is, and how expensive the American medical system is when you break your collarbone.

The pay: \$8 an hour, plus a free all-mountain season pass.

The verdict: Not something you’d want to do forever, but perfect for the powder hounds.

* * * * *

The job: Kitchen bitch 2

The place: Edinburgh, Scotland

The skinny: What do you do when you’re stuck in the UK, broke, and with a month to kill before starting a new job? You call up one of your old farm buddies, and mooch off them for a while.

Hooking up with an old strawberry picker and now bar manager in Edinburgh, I managed to score a month’s very dodgy work at a bar in the old town. There I was designated kitchen bitch, working long hours flipping burgers and reheating curries for the drunken masses.

The dodgy bit was the fact I didn’t have a national insurance number or bank account, so was officially on the pay role as my mate’s wife, whom we’ll call Wendy Jones. My nickname, predictably, became “Wendy” when my fellow employees realised that’s what my name was on all the rosters and pay slips.

Travel blog: Backpacker – The working holiday

But despite the potential trouble and the odd cutting of my fingers with the kitchen knives, I managed to get through my month with a bit of extra cash, and a few free pints under my belt.

The pay: Eight pounds an hour.

The verdict: It has to be done.

* * * * *

The job: Travel writer

The place: Everywhere

The skinny: I'm not gonna lie to you: being a travel writer is awesome. Unfortunately, every other traveller on the planet is awake to this fact, and is your direct competition.

I've never been able to make a proper living out of travel writing – it's just something to do every now and then to top up the finances. I don't like travelling with a laptop, so I usually end up scribbling on a note pad, then madly banging out stories and dicing with dodgy photo downloads when I make it to an internet cafe.

With a bit of experience and some good contacts, travel writing really is living the dream.

The pay: From \$300 a story up.

The verdict: Every traveller's dream.

* * * * *

The job: On-road chef

The place: Europe

The skinny: "Man, you've got the best job in the world," passengers used to say to me while we were sitting on the tour bus, cruising past the Eiffel Tower. "Yeah," I'd reply, "you could do it too though. You should apply." "Oh, nah, I don't think it would really be my thing."

It takes a certain person to handle working full-time on the road. That person? You have to be patient, alcoholic, patient, quick-thinking, patient, have a good sense of humour, patient, have good knowledge, and above all, be patient.

I spent a European summer working as an on-road chef for a tour company (not the one you're thinking of), which would explain what I was doing with 1000 Euros worth of groceries in Paris. For six months I ferried around and cooked for some of the most likeable, fun, happy people I've ever met. I also had to spend weeks at a time cooped up in a bus with annoying little bastards I'd prefer never to see again.

In between getting drunk at campsite after campsite, I managed to see the major sights of Europe about seven or eight times, and in some cases visit countries I never would have dreamed I'd make it to. Diving off a motor yacht moored in the Croatian islands, I could easily persuade myself it was the best job in the world.

However, as on-road chef, the parts of Europe I came to know most intimately were not the ancient ruins or cosy sidewalk cafes – they were the supermarkets. Two years later, I could still lead you directly to the risotto rice at the E. LeClerc supermarket in Pisa, or find the gluten-free section at the Carrefour in Calais. Being given an hour to buy food

Travel blog: Backpacker – The working holiday

for 40 people for three days is an insanely stressful experience, but the thing I liked about going shopping was mixing with the locals. That, and working out ways to spend the passengers' money on beer without getting caught.

But stay tuned next week for the truth about life on tour ...

The pay: 20 pounds a day.

The verdict: Some days the best, and some days the worst job I've ever had.

What's the best/worst job you've done overseas?

Hope you're enjoying the Backpacker blog. There'll be a new one up on smh.com.au every Wednesday, for a bit of light hump day relief to remind you of why you went to work in the first place: to save up enough money to get the hell out of here! If there are any good travel topics you think I've missed, drop me a line at bgroundwater@fairfax.com.au.

Posted by Ben Groundwater

20 February, 11:03 AM

Cartoon: Why would anyone want a blog?

Why would anyone want a blog?



*"WELL, YES, WE COULD READ YOUR BLOG... OR YOU COULD JUST
TELL US ABOUT YOUR SCHOOL DAY."*

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